



# UNITED SERVICERS ASSOCIATION REGIONAL SERVICE MEETING



Phoenix, AZ

## Technical & Business Management Training

The information you gain will make it a VERY profitable day!

**Tuesday, Oct. 27th**  
Ramada Plaza Hotel  
7:00 PM - 9:00 PM

**Industry Roundtable Discussion**

*Moderated by: Paul MacDonald / USA*

Discuss common service industry issues openly among other service professionals

\* Highly recommended from RSM Dallas participants!

**Wednesday, Oct. 28th**  
Ramada Plaza Hotel

8:00 AM - 12:00 PM

**Whirlpool Technical Training**

*Instructor: Tim Burdick/ WHI Regional Service Manager*  
Front Load Washer & Dryer

12:00 PM - 1:00 PM

Free Lunch Provided

1:00 PM - 4:00 PM

**Business Management Training**

*Instructor: Paul MacDonald / USA*

Driving technician productivity and increasing profitability  
Creating Policy & Procedures for your business  
Calculating the cost of doing business

4:00 PM - 5:00 PM

First call completes  
How to structure your income statement

**\$100**  
Per Person

Includes:

Regional USA Membership

Reference Material

Subscription to USA E-Letter

*Sign up Today  
Space is Limited!*

Ramada Plaza Hotel

12027 N. 28th Drive  
Phoenix, AZ 85029  
(602) 866-7000

Exit 209 Cactus Rd off I-17

Special RSM Rate  
\$59.99 per night  
Call hotel to reserve!

### REGISTRATION FORM

Appliance Parts Depot Hosts USA Regional Service Meeting - Phoenix

Name

Company Name

APD Account Code

Company Address

Phone Number